



# U.S. ARMY GARRISON HAWAII

Installation Management Command | We are the Army's Home

As of Jan. 16, 2020

## Non-Emergency Demand Maintenance Order Instructions

The Directorate of Public Works has implemented an email service for demand maintenance orders that are NOT emergencies. This is the only method to submit a non-emergency DMO, since it does not tie up phone lines and does not require customers to wait for the DMO clerk to answer the phone.

Visit <https://home.army.mil/hawaii/index.php/garrison/dpw/work-orders> for more information.

### Instructions for Submitting Non-Emergency Demand Maintenance Orders

1. Download the DMO form and save it on your computer. The form is available in a [Word document](#) or [PDF](#).
2. Recommend users create their own template with unit, requestor ID, name, phone, etc. already typed in.
3. Before filling out the rest of the DMO template, determine if the problem is an **emergency** (i.e. widespread power outage, water main break, uncontrollable flooding, or a Life, Health, Safety concern). For emergencies, DO NOT submit the DMO template. **Call the DPW service order desk at (808) 787-1275, during office hours Monday-Friday, 6 a.m.-4 p.m. Call (808) 656-3272 after hours.**
4. DPW will determine the priority of the DMO (emergency, urgent or routine) based on the information provided and established guidance.
5. If the issue is not an emergency, describe the location, the problem, and the severity in as much detail as possible on the DMO template. \*If you are able to provide a photo of the subject problem, it will help us to determine better routing to the correct shop.
6. Send the form via email to [usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil).

Recommend one form per email request, with title and basic description on the subject line of email such as: "DMO Request, SB, Bldg 2076, Barracks room 215, bathtub draining very slowly"

### What We Do & Don't Do

1. DMOs are service calls, usually for minor repairs for wear and tear items, that DPW supports. DPW is not funded to repair items broken, missing or destroyed through negligence or abuse.
2. Specify the **TYPE** of air conditioning system. Central or split units are normally supported. Window ACs are not supported by DPW. Note: If you have a wall or split unit, we need the make and model of the unit and serial #. It usually has a sticker on the wall unit. Include this in the description field. We need this to determine if repair is routed to DPW shops or our service contractor.
3. Specify **TYPE** of lock system, i.e. key lock, cipher lock, card swipe lock, etc. For card swipe locks, the user must have changed the battery and tried to reprogram the card before submitting DMO to DPW.
4. Specify **TYPE** of leaks if known: 1) water leak, if source is unknown, possible plumbing leak, 2) ceiling leak, possibly AC leak or possible roof leak, if roof is above the ceiling. Uncontrollable leaks are considered an emergency and it should be called in.
5. If your request is about **SAFETY** concerns, normally a Risk Assessment Code, or RAC, is required to determine the priority of the request. Ask your unit safety officer to assign a RAC to the problem.
6. New work (such as installing an outlet), mounting property on walls, and sign requests will not be accepted on a DMO request. For those, a work order (called a [FEWR, DA Form 4283](#)) is required. Contact DPW Work Management Section or a DPW facility manager for more information.

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Normally, anyone can submit a DMO request, but DMOs for the barracks may **ONLY** be submitted by a barracks management representative, the first sergeant, or commander of the unit signed for the barracks.

DPW will review the DMO form you submit. If it appears complete and thorough, DPW will enter the DMO in GFEBs and will email you back the DMO number. If what you asked for is not DPW's responsibility, we will return your form with an explanation.

If the problem appears to be caused by abuse or negligence, you will be asked to send a picture.

## **Status Requests**

Requests for status are only handled via email (not by phone). Send a request for status to the [usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil](mailto:usarmy.wheeler.id-pacific.list.dpw-demand-maintenance-orders@mail.mil) and include the DMO number. In the subject line, include:

\*Status Request/Follow Up\* and the DMO number.

Status requests may only be sent after 10 working days from the time you submitted the DMO. It is your responsibility to track completion of DMOs in your building. DPW cannot provide status for a long list of DMOs to satisfy your reporting requirements.